

Frequently Asked Questions About Filing an Appeal

Who decides whether my appeal is approved or denied?

All appeals are reviewed by the Member Appeals Committee, which is comprised of five voting members and representatives from key departments within GHC-SCW who will decide to approve or deny your appeal. Of these voting members, two are community providers not employed by GHC-SCW and have not been involved with your case before.

How do the voting members make a decision?

The voting members consider several important factors including:

- The details of your situation, including documentation from other providers you've seen that are relevant to your appeal, which may include documentation from your providers, billing records, and other materials the Member Appeals Representative can gather
- What services are covered under your plan
- What services are not covered or is excluded under your plan

What is the process to submit a Member Appeal?

- Fill out and sign the GHC-SCW Member Appeal Form
- Be sure to clearly describe the decision/denial you are appealing
- Attach your medical records and any letters of support
 - GHC-SCW has your records from the Capitol, East, Sauk Trails and Hatchery Hill Clinics
 - You will need to get your records from any other clinics, we don't have access to get them for you
- Submit the form via website submission, mail/fax the form to the address on the bottom of the appeal form or email the form to member_services@ghcscw.com

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What kind of information should I include with my Member Appeal Form?

You should send all information that is important to your case. This includes:

- The number for the denied referral or claim
- The dates when you received services that GHC-SCW would not pay for
- Notes about conversations with GHC-SCW staff that are related to your case
- A timeline describing what happened and when it happened
- Letters of support from the doctors or other providers who requested services for you
 - Ask your provider if they think an appeal is the right thing to do
 - Ask your provider to write down the reasons why GHC-SCW should cover the services
 - Ask if your provider has new information that will help your case now
 - The opinion of your doctors or other providers carries more weight than information from the Internet

How long does the Appeals process take?

A letter is sent within 5 business days of receipt of the Member Appeal Form that outlines the appeal process. Typically, an appeal will be completed within 2 weeks from receipt, but we have up to 30 days to complete it. There could be 2 reviews of the appeal, the first review is the Tuesday following receipt by the smaller Appeals Committee at GHC-SCW to determine if the appeal can be approved or should be sent on to the full Appeals Committee for review. The Appeals Committee meets on the 2nd and 4th Tuesdays of each month starting at 7:30 a.m.

Can I attend the Appeals Committee meeting to present my Appeal?

This must be approved ahead of time. Call (608) 828-4853 or (800) 605-4327 and ask for the Member Appeals Representative. We encourage members to attend if possible or have an assigned representative, including the physician/provider or an attorney present the appeal on their behalf.

How long do I have to present my Appeal before the Appeals Committee?

We schedule the presentations beginning at 7:45 a.m. giving presenters 10 minutes followed by 5 minutes for any questions/comments from the Committee. Presentations are limited to 15 minutes, and the Member Appeals Representative will coordinate the time for you to present. The Committee's decision is not made in your presence. A letter with the determination is sent by the end of the week.

If I disagree with the decision, do I have any additional recourse?

The decision letter you will receive outlines any additional appeal rights you have beyond the decision by GHC-SCW.

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